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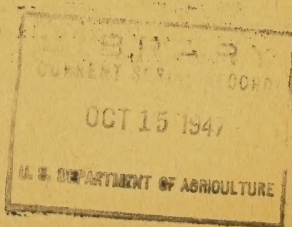
NEWSLETTER TOPICS

(To Co-op Managers -- To be most effective in building good member relations, your newsletter needs to be strictly a home product, telling the co-op story to its members, featuring articles about members, stressing items of personal interest to members. We have selected some examples from various newsletters illustrating what we mean. Most of you could write the same or similar stories about members of your own co-ops, merely changing names and facts to fit your individual feature. It requires only a little effort, a little time and a little thought, but it will bring big returns in member interest.)

MEMBERS WHO HELP -- Members can make the lineman's life a lot more bearable, but sometimes they don't know how. Usually all they need is a suggestion. The Northwestern Electric Cooperative of Woodward, Okla., carried two related items on this subject; the third one below comes from the Harrison County Rural Electric Cooperative, Cynthiana, Ky.. Members who perform some voluntary act of cooperation deserve to be thanked publically. They belong on a co-op honor roll more than those who happen to use a large amount of current.

THANKS TO OUR MEMBERS -- (Have things like these happened on your system? Did you tell the members how much they are appreciated?) Some of the members have certainly kept us busy tossing bouquets for helping us keep our lines in operation - for instances - R. D. Maddux, Curtis, reported a line off a pole and our boys got out there and fixed it before it went out. Rolla E. Childess, Woodward, reported a limb on the line and we got it fixed before it snapped and put a lot of people in the dark. See what we mean? It's things like that what saved your Co-op money and time...
A WORD FROM BOYS ABOUT FRIED CHICKEN AND APRICOT PIE -- Some people have all the luck - or should I say FOOD? Mr. Krusor, our superintendent, reports that Fred Schoenhals fed him and his crew a fried chicken dinner on Friday and Arthur Schoenhals fed them fried chicken on Saturday and that isn't the end of it - Mrs. Quinian at Quinlan got a new range so what did she do but bake apricot pies and feed the boys. They certainly appreciated it. Northwestern Electric Cooperative Inc., Woodward, Okla.

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(You probably have a member who has helped you in an equally important way. Have you told others about?) WE APPRECIATE A REPORT by Mr. R. B. Campbell, Route # 1, Mt. Olivet, Ky., who called in on June 9 and said that he had noticed flashes on the line and that his lights dimmed. The cause of the flashes, as found by our service men, was wires slapping together, and by having this reported at the time, our men were able to correct the trouble. This saved damage to the conductor and possibly saved a transformer from burning up. Again we wish to say that we appreciate our members advising us of any unusual conditions they see on or about the line since it will help us to maintain better service, will save cost of operation and will tend to give you fewer outages. Harrison County Rural Electric Cooperative, Cynthiana, Kentucky.

TREE TRIMMING -- Trees have caused more headaches to Co-op managers than almost any other factor, and probably always will. The July issue of Light Post, published by the Whitley County REMC of Columbia City, Ind., had a report which was both interesting and suggestive of ways for members to be helpful.

OVER THE MANAGER'S DESK -- The tree removal program is going along well. Garland Borden, teacher at Washington Center School and pastor of the Tunker Church of the Brethern is going ahead of the tree trimming crew getting signed permits for removal. As you all know and as I have so often stated, the answer to service interruptions is the removal and trimming of trees. It costs about the same amount of money to cut down a tree as it does to properly trim it. The difference arises in that the cutting is done just once, while the trimming must be done every three to five years, depending on the kind of a tree. When Mr. Borden calls on you we would appreciate your giving him a kindly reception and all the trees that you can spare. It would be very helpful if every owner would take care of the brush removal and trimming of trees after they have been cut down. I want our tree crew to be very particularly careful of fences, yards and growing crops. Any dissatisfaction or complaint that you may have with their service will be remedied to the best of our ability and at an early date.

BOARD MEETINGS -- The directors of a cooperative are stewards for the members, and the members are entitled to an accounting of their stewardship. The Fergus Electric Cooperative of Lewistown, Montana, has this report of its Board meeting in a recent issue of its newsletter.

BOARD MEETS-BUYS DIGGER -- At a regular meeting of the Board of Directors, held on Friday, July 11 in the Co-op offices, all members were present. New consumers who have been connected to the lines recently were accepted

by the Board as members of the Co-op. The Manager, Eddie J. Williams, was authorized to purchase a new hydraulic digger, in order to speed up construction on the project..The Board decided to exercise the option they now hold to purchase the Winifred Light, Heat and Power Company franchise in Winifred. The town is now surveyed and staked for the Co-op lines....A revised and modified rate schedule was adopted by the Board of Directors. An article will be carried in next month's newsletter about this, in the meantime giving the Office time to make necessary adaptations. It was agreed, at the same time, to make all 5-year contracts that have expired and are paid up revert to the Co-op minimum of 3.75 per month. The Board voted to pay the \$20,00 Northwest Public Power dues... Minor items transacted at the meeting included a request that the Manager submit copies of all checks at each meeting to each Board member; the expense report of the Manager for June was approved; the expenses of President Leo J. Horan to the NRECA in Spokane was approved; the use of Ameductor for the "G" section was approved; and, the Board decided not to require a profile for the Winnett Section. The sale of No. 2 Hard Drawn Copper on hand was authorized.

1003 MEMBERS NOW IN CO-OP -- CO-OP HISTORY - Any milestone in your progress is a good peg on which to hang a history of your co-op. When the Fergus Electric Cooperative of Lewistown, Montana, passed 1000 in connected consumers, here is how it announced that fact in its newsletter. The same information would be interesting to local newspaper editors and radio program directors...When the meter was attached to the Suffolk Community Hall last month, member No. 1,000 was added to the Fergus Electric Cooperative. By the end of June 1947, 1003 consumers were receiving the benefits of central station electricity over the lines of this REA co-op. Many of the rural people up and down Dog Creek have had the REA service in their homes and on their farms since last fall, but when their Community Hall at Suffolk was hooked up to the high line, it was the end of many years of patient waiting....This Cooperative has been in operation for over eight years, during which time this country went through as difficult an ordeal as any nation may be called upon to face. Yet, with all the war-time shortages of money, material and man-power, your Board of Directors have obtained the needed materials, man-power and money to extend the privileges of electricity to over 1,000 rural homes in this great central Montana area...In 1946, 146 new members were added to our ever-growing cooperative family. This imposing total for 1946, hampered as it was by the war-imposed shortages, has already been passed during the first six months of 1947. The operating report for December, 1946 showed 771 billed consumers. At this time, we have a total of 1003, a net increase of 232 so far this year. This is a splendid indication of the interest of your Board of Directors, management and the entire organization in extending the benefits of REA to more and more unelectrified farms of our area. Fergus Electric Cooperative, Lewistown, Montana.

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THE MORE YOU USE, THE LESS IT COSTS -- A good description of a well-electrified home, with the moral spelled out. This one came from Lites from the Lines, of the Nyman Electric Cooperative, Stanton, Iowa, and you can find a family like the Isaacs on your own lines.

LETTER FROM THE MANAGER -- At this time I would like to tell you members about what I call a complete electrified home. This is the Donald Isaacson's place south of Red Oak. If you noticed he was #3 on our KWH Used Club last month with 800 KWH. Don as most of you know him, has quit farming and is selling insurance. However, he still lives on his farm and rents his land out. He does not use electricity anywhere but in his very modern little home...Here is what he has in brief to use this much electricity. First, he has a complete water system and electric hot water heater to go with it. Second, an electric stove and since he has a pretty fair size family there is a lot of cooking and baking that Mrs. Isaacson does for her family. These are the two large users of electricity followed by an electric dishwasher which I am sure if any of you ladies talked to Mrs. Isaacson about your husband would have no peace until you got one. The last of the items are small such as Frigidaire, Iron, Washing Machine, Toastmaster, Electric Mixer, Radios, and etc.... We wish Mrs. Isaacson could talk to each one of you personally and tell you of the free hours this electric home helps her to have and how much more she enjoys her home since she has had the electricity. In closing this little brief about the use of electricity in one of our members homes, which I hope to talk about at least once each month, I would like to point out the cost of the above. If Don was using 250 Kwh his cost would be \$9.57, the total cost of the 800 kwh is \$19.38. In other words he gets 500 kwh for approximately what the first 250 costs. That's why we say if you make electricity work for you, it is the cheapest power on earth.

OUTAGES -- Tri-County Electric Cooperative of Mt. Vernon, Illinois, tells its members all about outages and their cure and prevention in its good offset newsletter Hi-Lites.-- Outages lately is what we have had plenty of. Let's look at what causes them. June of 1947 has been the worst month since we have been keeping records. After a lineman returns from an outage call, he makes a report of the trouble, and from the outage reports we find the following information:

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| 1. Insulator damaged by lightning | 7 calls |
| 2. Cut out fuse blown by lightning | 11 calls |
| 3. Wind blew limb off tree into line | 6 calls |
| 4. Lightning operated substation breaker | 2 calls |
| 5. Squirrel kicked transformer fuse | 2 calls |
| 6. Bird kicked transformer fuse | 2 calls |
| 7. Line off to change insulators | 4 calls |
| 8. Oil circuit breaker opened by lightning | 1 call |

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| 9. Lightning burnt primary line down | 2 calls |
| 10. Member cut tree that fell across line | 2 calls |
| 11. Member tried to do some wiring --
blew fuse as transformer | 1 call |
| 12. Power supplier's line off | 1 call |

- Item 1 - This can be assisted by installation of more arresters, and we are now installing them, but it cannot be entirely corrected.
- Item 2 - No remedy at present.
- Item 3 - Our tree trimming crew has been delayed in starting awaiting arrival of tools ordered several months ago. If members will give us permission to cut what is required out of the trees we can eliminate some of this trouble.
- Item 4 - No remedy at present.
- Item 5 - This trouble occurs principally on our original lines. Present transformer design eliminates this trouble.
- Item 7 - When we see a damaged insulator we change it and disconnect the line when making the change.
- Item 8 - No remedy at present.
- Item 9 - No remedy at present.
- Item 10 - Member should call Cooperative asking them to be present.
- Item 11 - Hire an experienced wireman.
- Item 12 - They are then having some of the troubles we have.

We don't like outages any better than you do. Other articles in this issue will indicate so. We would like to thank the members for their kind cooperation in advising us of troubles during the storms we have been having. You may rest assured we want to make our service to you top notch, and plans are under way for the installation of additional substations to improve your service.

PAYMENT OF BILLS -- One way to get at the perplexing problems of delinquent bills is to give encouragement to those who pay promptly. This may have some effect on those who just forget; it will not change the habits of those who don't want to pay. Anyway, here is the way Electric Progress of the James River Valley Electric Association of Aberdeen, S. D., reports to its readers: M. C. Nygaard of Heughton takes the honor for being the first person to pay his bill for June. He takes the place of Oscar Ellingson of Stratford, who held the honors for the two previous months. Ernest Fuhrman of Warner was a close second. Who will be the first in July? (ELECTRIC PROGRESS, James River Valley Electric, Assoc., Aberdeen, South Dakota, June 1947.)

